

Appendix C: Frequently Asked Questions (FAQ)

Question: *I cannot access the Online PMP system. Where is it located?*

Answer: The Online PMP system is accessed from the HR Applications Gateway on the DCOP Intranet. You must be connected to the DC WAN to be able to use Online PMP; you will not be able to access the system from a home computer, or any other remote site.

The URL for the HR Applications Gateway is
<http://dcopedm.dcop.dc.gov/gateway/>

After logging into the HR Gateway, select “**Online PMP**” under the “**APPLICATIONS**” menu. For further information regarding user name and passwords, see the “Essential Information to Navigate through the PMP Process” at the beginning of this manual.

Question: *I have tried entering the website address in my Internet browser for the HR Gateway, but I still cannot access the site.*

a. Answer: If you cannot access the HR Gateway or the DCOP Intranet site, you must contact your agency IT staff. There may be firewalls in your agency's systems that do not allow you to access the site.

b. Answer: If you successfully logged in once, but system will not allow you to re-enter the system the next time you try to log in, you may have disabled Internet “cookies.” Please see your agency IT specialist to discuss.

Question: *My title, grade, position type, etc. is incorrectly listed in my PMP personal profile.*

Answer: Information from the payroll system, known as UPPS, updates the Online PMP system on a bi-weekly basis. All information in Online PMP reflects information currently in the UPPS system -- Online PMP does not maintain a separate employee database.

Any updates to your official personnel information must be initiated by an official personnel action. The HR Advisor can do this by filling out the appropriate personnel form(s) and submitting it to your agency's servicing personnel office at either the Reeves Center or Judiciary Square.

Remember, the employee information that was saved with an FY 2002 Performance Plan will also be reflected on the corresponding FY 2002 Performance Evaluation. If an employee assumes a new position during the year, a new Performance Plan should be issued based on the new position.



Question: *My title is not showing in my PMP information.*

Answer: Your job title may have been left blank in the payroll system. To correct this, your H.R. Advisor will need to contact the appropriate personnel specialist at the Reeves Center/Judiciary Square Personnel Office. Please advise him/her of your situation. It may require an official personnel action to make the correction.

Question: *Why is my supervisor's name not listed on my Draft Performance Plan?*

Answer: Your supervisor must first add you to his/her list of subordinates in the Online PMP system. When this is done, his/her name would appear on your Draft Performance Plan as the supervisor. If a former supervisor's name is showing up on your Draft Performance Plan, the former supervisor must release you from his/her list of subordinates before the new supervisor can add you and create an official Performance Plan from your Draft Plan.

If the former supervisor has left the District government, then your H.R. Advisor should be notified. The HR Advisor must send an e-mail to HRGateway_Admin@dc.gov indicating that the employee in question has left the District government and the subordinates need to be released.

Question: *I am a PMP Supervisor, and I received an email stating that my subordinate had created a Self-Evaluation that is ready for my review. I'm clicking on "2nd-level Review/Approval" and it states "No Performance Evaluations need to be reviewed". Where is my employee's Self-Evaluation in the Online PMP system?*

Answer: To access your subordinate's Self-Evaluation, you should click on "**Performance Evaluation Form**" under the **SUBORDINATES** menu and select the subordinate's name. (See pages 24 – 28 of the manual for detailed instructions) The "**2nd- level Review/Approval**" button is for *Reviewers only* to provide the second-level approval of Performance Evaluations created by PMP Supervisors.

Question: *When I printed my Draft Performance Plan, only a few lines of my goals appeared on the hard copy. Did I just lose all the data I entered?*

Answer: No, you did not lose the text you just entered. To successfully print your Draft Performance Plan, you must use the print icon located within Adobe Acrobat Reader, **NOT** your Internet browser's print icon. Online PMP will format your document using Adobe Acrobat 5.0. You must have Adobe Acrobat Reader



5.0 loaded on your computer to view and print your Performance Plan. If you need to upgrade from version 4.0, please go to <http://www.adobe.com> to download version 5.0.

Question: *I created a FY 2003 Draft Performance Plan and sent it to my Supervisor. I then revised my FY 2003 Draft Performance Plan. Can I re-send this revised Draft Performance Plan to my Supervisor?*

Answer: No. You can create and send ONE Draft Performance Plan to your Supervisor each year. If your Supervisor wants to revise your Performance Plan at any point during the year he/she should:

- 1) Log in to Online PMP
- 2) Select "**Performance Plan**" under the "**SUBORDINATES**" menu.
- 3) Select the name of the subordinate for whom the Performance Plan will be revised, and click "**OK.**"
- 4) Select "**Revise or print Performance Plan**" and appropriate Fiscal Year. Click "**Go To Performance Plan.**"
- 5) Scroll to the bottom of the Performance Plan and click "**Revise.**"
- 6) Make appropriate revisions. *Save Performance Plan periodically.*
- 7) APPROVE THE REVISED PERFORMANCE PLAN by clicking "**Approve**" at the bottom of the Performance Plan. It is VERY IMPORTANT that the Supervisor APPROVE the revised Performance Plan. If the Supervisor does not click APPROVE after revising your Performance Plan, the system will not register your Performance Plan as complete (and you will not have a Performance Plan on which to base your Performance Evaluation at the end of the rating period)

If you want to give input to your revision, you can revise your Draft Performance Plan, print it out, and give a hard copy to your Supervisor. He/she can use that as input to the revisions on your Performance Plan.

